

**US NUCLEAR REGULATORY COMMISSION
OUTREACH AND COMPLIANCE COORDINATION PROGRAM
COMMUNICATION PLAN**

GOALS

This Communication Plan is to announce implementation of the Outreach and Compliance Coordination Program (OCCP). The purpose of the OCCP is to ensure non-discrimination and meaningful access, whereby appropriate, access to NRC conducted and financially assisted programs and activities. The Nuclear Regulatory Commission (NRC) is committed to the regulation and enforcement of applicable Civil Rights statutes, Executive Orders, and NRC regulations and Management Directives (MD) including:

- Title IV of the Energy Reorganization Act of 1974, which provides “[n]o person shall on the ground of sex be excluded from participation in, be denied a license under, be denied the benefits of, or be subjected to discrimination under any program or activity carried on or receiving Federal assistance under any Title of this Act. This provision will be enforced through agency provisions and rules similar to those already established, with respect to racial and other discrimination, under Title VI of the Civil Rights Act of 1964. However, this remedy is not exclusive and will not prejudice or cut off any other legal remedies available to a discriminatee;”
- 10 CFR Part 4, “Nondiscrimination in Federally Assisted Programs or Activities Receiving Federal Financial Assistance From the Commission,” which implements and adopts the provisions of Title VI (including Limited English Proficiency (LEP) and Environmental Justice), and of the Civil Rights Act of 1964 and Title IV of the Energy Reorganization Act of 1974; Section 504 of the Rehabilitation Act of 1973, as amended; The Age Discrimination Act of 1975, as amended; and Section 119 of the Rehabilitation, Comprehensive Services, and Developmental Disabilities Amendments of 1978, which enforces nondiscrimination on the basis of disabilities in programs or activities conducted by NRC
- 10 CFR Part 5, “Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance,” which implements and adopts the provisions of Title IX of the Education Amendments of 1972, as amended directed towards ensuring meaningful access to NRC conducted and financially assisted programs and activities
- 10 CFR Part 2, “Rules of Practice for Domestic Licensing Proceedings and Issuance of Orders,” Section 2.111, “Prohibition of sex discrimination,” which provides that individuals shall not be excluded from participation in, be denied a license under, be denied the benefits of, or be subjected to discrimination on the basis of sex under any program or activity carried on or receiving Federal assistance under the Atomic Energy Act of 1954, as amended, and the Energy Reorganization Act of 1974.
- 10 CFR Part 19, “Notices, Instructions and Reports to Workers: Inspection and Investigations,” Section 19.32, “Discrimination Prohibited,” which provides that individuals shall not be excluded from participation in, be denied the benefit of, or be subjected to discrimination on the basis of sex under any program or activity licensed by NRC

- MD 11.6-03, “Procurement Financial Assistance Program,” which delegates SBCR to conduct pre-award and periodic compliance reviews
- MD 10.162-03, “Disability Programs and Reasonable Accommodation Directive,” which delegates SBCR authority to establish, implement and oversee compliance with policies regarding nondiscrimination on the basis of disability in NRC conducted and financially assisted programs and activities

BACKGROUND

Federal Civil Rights statutes, and NRC regulations address fair and equitable treatment for those employed in, benefitting from, or affected by Federally conducted and assisted programs and activities. Federal agencies are required to ensure that no person, on the basis of a protected ground (e.g. race, national origin), is excluded from participation in, denied the benefits of, or subjected to discrimination in Federally conducted and financially assisted programs and activities. A Federally conducted program or activity is anything a Federal agency does. Federally conducted programs or activities include general public contact (communication with the public, use of facilities), and programs for beneficiaries and participants.

Federally assisted programs provide assistance to recipients such as, money through grants, cooperative agreements, loans; grants or donations of property and interests in property; the sale, use or rent of land or property below market value; agreements, arrangements, or contracts which have, as one of its purposes, the intention of providing assistance; training; and the loan of personnel.

NRC Federal assistance includes educational systems, and research institutions; equipment and building loans; use of equipment; donation of surplus property; grants, loans, cooperative agreements and contracts; loan guarantees; training; employee and student recruitment; Day Care, Fitness, and Health Centers; Cafeteria; Emergency Response Entities; and State Health and Radiological Offices.

The OCCP is located in, and administered by the Office of Small Business and Civil Rights (SBCR). After approval by the EDO, the OCCP will be announced to stakeholders.

KEY MESSAGES

Major activities of the OCCP include:

- Managing and overseeing activities of sub-programs under its purview
- Ensuring compliance with Civil Rights statutes and NRC regulations
- Assisting compliance coordinators fulfill their roles and responsibilities
- Establishing internal/external NRC-wide compliance coordination
- Issuing and promptly making available education materials, forms, and detailed instructions regarding applicable Civil Rights statutes and NRC regulations

- Providing technical assistance, training, direction, and guidance to stakeholders to meet regulatory obligations and compliance requirements
- Outreaching to stakeholders (NRC offices, recipients, participants, beneficiaries, Federal agencies, and others) for the purpose of providing information, educational materials, and written notices to stakeholders of their rights, responsibilities, and obligations under applicable Civil Rights statutes and NRC regulations; establishing and building new relationships and partnerships; sharing resources; maintaining a working knowledge of relevant laws, regulations, guidelines, procedures, and processes; examining best practices and approaches to conducting effective compliance programs; identifying and addressing compliance issues; eliminating barriers; obtaining voluntary compliance with regulatory requirements; and facilitating complaint processing
- Conducting pre and post award, and periodic compliance reviews
- Monitoring NRC conducted and financially assisted programs and activities
- Collecting information and data, analyzing information and documentation, disseminating information, and issuing determinations of findings and reports related to compliance and regulatory functions
- Referring individuals for assistance, mediation and investigation of compliance related matters, as warranted, or required under a particular regulation
- Reporting the status, progress, and outcomes of programs and activities to NRC officials, and Federal oversight agencies
- Enforcing regulatory requirements

AUDIENCE

Stakeholders are defined as individuals or organizations having an interest in NRC.

Internal: Commission, EDO, Management and Staff

External: Department of Justice (DOJ)
 Department of Health and Human Services (HHS)
 Department of Education
 Executive Directors of Offices on White House Education Initiatives
 Other Federal oversight agencies
 Providers of NRC conducted programs and activities
 Providers of NRC financially assisted programs and activities
 Providers of other programs and activities
 Federal Civil Rights Offices
 Department of Energy (DOE) and other Federal labs
 Educational Institutions
 Minority Serving Institutions
 Nonprofit/Profit Organizations
 Private/Public Sector Organizations
 Professional Organizations
 State and Local Governments

COMMUNICATION TEAM

The primary responsibility of the Communication Team is to ensure a consistent, accurate, and timely message is conveyed to stakeholders. The Team consists of:

COMMUNICATION TEAM MEMBERS	OFFICE(S)
Representatives (Rep) from NRC Program Offices and Regions	EDO and Commission level Offices
Rep NRC Communications Council TBD	

The Team's primary points of contact are Barbara Williams, Senior Leader for Policy and Programs (Back-Up Team Point of contact), SBCR at 301-415-7382, email: bdw1@nrc.gov, Tuwanda M. Smith, Esq., Program Coordinator (Team Point of contact), SBCR at 301- 415-7394, email: txs5@nrc.gov and Bruce Currie, JD, Program Coordinator, SBCR at 301-415-5988, email: blc3@nrc.gov, or TDD: 301-415-5244, Fax: 301-415-5953, or email: EEOPrograms@nrc.gov.

COMMUNICATION TOOLS

The following tools will be used to communicate with stakeholders.

Internal Stakeholders

-EDO/Meetings

Upon approval by the EDO, the Director, SBCR will brief attendees at the EDO staff meetings on the key aspects of the OCCP, and provide a copy of the Program.

-Website/Brochure/Frequently Asked Questions and Answers (Q&A)

SBCR with the assistance of OIS will expand NRC's website to include OCCP. SBCR will develop a OCCP brochure and announcement with assistance from ADM (graphics). OIS will be requested to post the OCCP, brochure, announcement and Q&A on NRC's website.

-Collaboration

SBCR will work collaboratively with the Communication Team, designated agency Coordinators, and NRC Headquarters and regional offices, to provide direction, guidance, and technical assistance; dispense information; implement strategic and other plans, conduct training; and assist in carrying out regulatory and compliance requirements, or activities to promote fair treatment and voluntary compliance with applicable Civil Rights statutes and NRC regulations.

-Distribution

Upon approval by the EDO, SBCR will ensure that key OCCP information is mentioned in an EDO update and NR&C publication, and a yellow announcement is posted notifying employees of the Program.

-Office Directors and Regional Administrators

SBCR, or the Communication Team members, or designated Coordinators, when requested, will assist Office Directors and Regional Administrators to provide information to their staff, discuss NRC's commitment to the OCCP, and explore ways they may assist in the program, or aid in promoting voluntary compliance with Program efforts.

-Communications Council/Team

The OCCP will be announced at a Communications Council meeting. Communications Team members will assist SBCR to ensure that a consistent, accurate, and timely message regarding the OCCP is conveyed to stakeholders.

External Stakeholders

-External Website and ADAMS

Upon approval by the EDO, the OCCP, policy statement, brochure, Q&A and announcements will be placed on NRC's website.

-Mailing to Stakeholders

EDO will be requested to send a copy of the OCCP, Q&A, and brochure to the following stakeholders:

- DOJ
- HHS
- Department of Education
- Executive Directors of Offices on White House Education Initiatives
- Other Federal oversight agencies
- Director, SBCR will send an email to the following stakeholders:
- Providers of NRC conducted programs and activities
- Providers of NRC financially assisted programs and activities
- Other Providers of Programs and Activities
- State and Local Government Offices that Provide Services Consistent with the Purpose of OCCP

-Dissemination of Information through a Variety of Forums

NRC will disseminate OCCP information through:

- Education Institutions
- Private/Public Organizations

- Nonprofit/Profit Organizations
- Community and Professional Interest Groups
- NRC Website
- NRC Listings of Providers of Programs and Activities
- Other Sources Identified by OPA, OHR and ADM

-EEO Commission Briefing

Information on progress, status, and outcome of OCCP will be provided at the EEO briefings.

EVALUATION OF SUCCESS

The implementation of this plan will be evaluated on a periodic basis to ensure that communication is effective. Success in communicating our messages will be measured by feedback (oral/written) from the Communication Team, Coordinators, and individuals of interest.

THE LINE OF COMMUNICATION ACTIVITIES

STEP	COMMUNICATION ACTIVITY	RESPONSIBLE ORGANIZATION	DATE
1	SBCR finalized draft of the OCCP, Communication Plan and SECY Paper.	SBCR	March 28, 2007
2	SBCR sent final draft OCCP, Communication Plan and SECY Paper to ADM, HR and OGC for review and comments (due 4/2/07).	SBCR	March 28, 2007 (To OGC) April 2, 2007
3	SBCR submits the final OCCP to EDO for approval. Yellow Announcement and Policy Statement submitted upon program approval.	SBCR	April 3, 2007
4	Develop OCCP implementation strategic plan, including short and long term goals and objectives, and priorities.	SBCR	April 2007
5	Develop Management Directives for OCCP and sub-programs.	SBCR	April 2007
6	Prepare/collect/correlate materials, forms, instructions, procedures, guidelines, requirements, and pertinent documentation related to each sub-program area, or regulatory area.	SBCR	April 2007
7	Director, SBCR distributes copies of OCCP and Communication to senior staff during the EDO staff meetings, and brief attendees on key aspects of the OCCP, and provides copies of the Program.	SBCR	April 2007
8	Identify members for Communication Team.	SBCR	April 2007
9	Provide an overview of OCCP, and regulatory requirements to key NRC Officials —Request they designate a Coordinator(s) in accordance with regulatory provisions to carry out compliance requirements. Also, request their assistance in OCCP efforts to achieve voluntary compliance by recipients of NRC financial assistance.	SBCR	April 2007
10	Upon approval of OCCP, Communication Plan, and Yellow Announcement, announce the OCCP at the next Communication Council meeting.	SBCR	May 2007
11	Issue Yellow Announcement on the OCCP.	SBCR	May 2007

12	Coordinate Finalizing of the Request for Information Collection 10 CFR Part 5.	SBCR/OIS	May 2007
13	Upon approval, submit to ADM for reproduction copies of OCCP, brochures, manuals, Frequently Asked Questions and Answers, educational materials, forms, instructions, guidelines, and other information for distribution to stakeholders at trainings, presentations, conferences, or other events.	SBCR/ADM	May 2007
14	Post OCCP announcement, brochures, Q & A and related information on NRC's website.	SBCR/OIS	May/June 2007
15	Coordinate and set-up an advance schedule for internal and external training related to OCCP, statutes and regulatory requirements, and roles and responsibilities of Coordinators and stakeholders.	SBCR	May/June 2007
16	Conduct Coordinators orientation - Provide overview of OCCP and discuss the role(s) of Coordinators.	SBCR/HR	May/June 2007
17	Provide formal training for internal Coordinators.	SBCR and other Federal agencies	May/June 2007
18	Meet routinely with Coordinators regarding implementation schedules, time tables for completing tasks, procedural processes, and coordinating compliance efforts.	SBCR	Monthly/Quarterly
19	SBCR, designated Coordinators, or the Communication Team members when requested will assist Office Directors and Regional Administrators to provide information to their staff, discuss NRC's commitment to OCCP, and how they can assist the program.	NRC Program Offices and Regions, SBCR, and Communication Team	July 2007 On-going
20	Send letter from the EDO to the Federal oversight agencies.	OEDO	July 2007
21	Distribute information to external stakeholders.	SBCR/ADM/HR/ NRC offices	August/September 2007

FREQUENTLY ASKED QUESTIONS & ANSWERS

- Q1. What is the Outreach and Compliance Coordination Program (OCCP)?
- A. The U.S. Nuclear Regulatory Commission (NRC) established the OCCP to regulate and enforce applicable Civil Rights statutes and NRC regulations to ensure meaningful access to NRC conducted and financially assisted programs and activities.
- Q2. What is the function of the OCCP?
- A. The function of OCCP is to manage the activities of sub-programs, provide regulatory oversight, conduct extensive outreach activities, establish and monitor compliance coordination, and provide technical assistance to stakeholders to ensure against discriminatory practices and achieve voluntary compliance with regulatory requirements.
- Q3. What is meant by the term, “meaningful access” to programs and activities?
- A. OCCP administers regulatory programs that address providing meaningful access for those employed in, benefitting from, or affected by Federally conducted and financially assisted programs and activities. Under these regulatory programs, the term “meaningful access” means to allow individuals participation in, access to, and benefits from these programs and activities regardless of protected class status (e.g., sex, race).
- Q4. What is the difference between Federally conducted and financially assisted programs and activities?
- A. A Federally conducted program or activity is anything a Federal agency does. Federally conducted programs or activities include general public contact (communication with the public, use of facilities), and programs for beneficiaries and participants. Federally assisted programs provide assistance to recipients such as, money through grants, cooperative agreements and loans; grants or donations of property and interests in property; the sale, use or rent of land or property below market value; agreements, arrangements, or contracts which has, as one of its purposes, the intention of providing assistance; training; and the loan of personnel.
- Q5. How do providers of programs and activities benefit from OCCP ?
- A. Providers benefit through receiving direction, guidance, technical assistance, information, educational materials, and other aids to comply with regulatory requirements.
- Q6. How does the public, or interested persons benefit from OCCP?
- A. OCCP provides educational materials and information regarding their rights, responsibilities and obligations under different Civil Rights statutes and NRC regulations, and attempts to facilitate the complaint filing process. This enables individuals to understand their rights, responsibilities and obligations.

FREQUENTLY ASKED QUESTIONS & ANSWERS

Q.7. How does NRC benefit from the OCCP?

A. NRC benefits from OCCP, because the Program regulate and enforce NRC's regulations and applicable Civil Rights statutes. OCCP assists NRC in ensuring that individuals are not discriminated against on the basis of their sex, race, color, national origin, age, disability, sexual orientation, marital or parental status, and low-income or minority populations, or subjected to discrimination in NRC conducted and financially assisted programs. NRC also benefits from having a well informed public to assist in maintaining nondiscrimination.

Q8. What is the role of the Office of Small Business and Civil Rights (SBCR)?

A. The SBCR administers NRC's Civil Rights laws, programs and related activities. SBCR also has oversight responsibility for OCCP, and sub-programs under its purview including Title VI, (including LEP and Environmental Justice), Title IX, Age, Disability, Compliance Reviews, and the Minority Serving Institutions Program.

Q9. What happens, if providers of programs and activities fail to comply with applicable Civil Rights statutes, or NRC regulations?

A. OCCP will provide technical assistance to promote voluntary compliance. If necessary, NRC will withhold funds, disburse withheld funds directly to an alternate recipient, or terminate assistance for noncompliance.

Q10. How are individuals made aware of the OCCP?

A. Information is posted on NRC's external website, literature and program information is also sent to providers of programs and activities, interested parties, and community and professional organizations, or by contacting Barbara Williams, Senior Level Assistant for Policy and Programs, Tuwanda M. Smith, Esq., Program Coordinator, or Bruce Currie, Program Coordinator at SBCR at 301-415-7380, or TDD: 301-415-5244, Fax: 301-415-5953, or email: EEOPPrograms@nrc.gov.